

DELAWARE

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from Delaware Consumers = 877



Fraud Complaints from Delaware Consumers = 574

Top Fraud Complaint Categories for Delaware Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	133	23%
2	Internet Services and Computer Complaints	72	13%
3	Advance-Fee Loans and Credit Protection/Repair	67	12%
4	Shop-at-Home/Catalog Sales	55	10%
5	Business Opps and Work-at-Home Plans	40	7%

¹Percentages are based on the total number of fraud complaints from Delaware consumers (574).

Amount Paid Reported by Delaware Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
574	\$1,348,349	466	81%	\$2,893

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Delaware consumers (466). One consumer reported an amount paid of half a million dollars.

Top Delaware Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Wilmington	150
Newark	92
Dover	39
New Castle	39
Bear	27



Identity Theft Complaints from Delaware Victims = 303

Identity Theft Types Reported by Delaware Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	122	40%
2	Phone or Utilities Fraud	63	21%
3	Bank Fraud	50	17%
4	Government Documents or Benefits Fraud	21	7%
5	Loan Fraud	21	7%
6	Employment-Related Fraud	17	6%
	Other	48	16%
	Attempted Identity Theft	31	10%

¹Percentages are based on the 303 victims reporting from Delaware. Percentages add to more than 100 because approximately 19% of victims from Delaware reported experiencing more than one type of identity theft.

Top Delaware Identity Theft Victim Locations

Victim City	No. of Victims
Wilmington	84
Newark	50
Bear	21
Dover	17
New Castle	17